

2012 - Mazda6 - Body and Accessories

NO.6 VOLUME INCREASES/ DECREASES WHILE DRIVING THE VEHICLE [ENTIRE AUDIO SYSTEM]

6	Sound becomes loud or weak while driving the vehicle	
Possible DTC	Audio unit	—
Possible cause	- Electronic jamming from outside, or inferior condition of broadcasting station radio wave - Sound level difference between audio modes - Mis-operation of steering switches - Audio unit malfunction (without Bose®) - Audio amplifier malfunction (with Bose®) - CAN signal wiring harness malfunction NOTE: - Inspect the ALC function (with Bose®)/AudioPilot®2 function (with Bose®) while driving the vehicle with playing the CD, etc.	

Diagnostic procedure

STEP	INSPECTION	ACTION	
1	Does the audio volume change only while in radio mode?	Yes	Go to the next step.
		No	Go to Step 3.
2	Can the location where the audio volume change be specified?	Yes	The system is normal. Explain to the customer that the noise is caused by radio wave disturbances or broadcast wave conditions from the outside.
		No	Go to Step 5.
3	Does the audio volume change when changing	Yes	The system is normal. Explain to the customer that the volume change is caused by sound level differences

	the mode?		between audio modes.
		No	Go to the next step.
4	Do the steering switches operate?	Yes	The system is normal. Explain to the customer that the volume change is caused by a mis-operation of the steering switches.
		No	Go to the next step.
5	Does the ALC (Without Bose®)/AudioPilot® 2 function (With Bose®) turn on?	Yes	Go to the next step.
		No	Without Bose® : - Replace the audio unit/car-navigation unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.) With Bose® : - Replace the audio amplifier. (See AUDIO AMPLIFIER REMOVAL/ INSTALLATION.)
6	- Turn the ALC (Without Bose®)/AudioPilot® 2 function (With Bose®). - Does the sound change while driving the vehicle?	Yes	With audio unit (with display) - Go to the next step. With audio unit (without display) - Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)
		No	The system is normal. Explains the ALC (Without Bose®)/AudioPilot® 2 function (with Bose®) to the customer.
7	Verify that all of the audio unit reset conditions for the customer's audio unit are met. (See AUDIO UNIT RESET PROCEDURE [ENTIRE AUDIO SYSTEM] .)	Yes	Perform the audio unit reset. (See AUDIO UNIT RESET PROCEDURE [ENTIRE AUDIO SYSTEM] .)
	(See AUDIO UNIT RESET PROCEDURE [ENTIRE AUDIO SYSTEM] .) Are all of the audio unit reset conditions for the	No	Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)

	customer's audio unit met?		
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